

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA – SEMESTER –I-EXAMINATION – WINTER-2022

Subject Code: 4519206

Date: 28/02/2023

Subject Name: Management Information Systems

Time:10:30 AM TO 01:30 PM

Total Marks: 70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Use of simple calculators and non-programmable scientific calculators are permitted.

Q. No.	Question Text and Description	Marks
Q.1	Define terms: (a) Authorization (b) Supply chain management (c) IoT (d) Worms (e) Authentication (f) CRL (g) Cloud computing	14
Q.2	(a) Explain organizational information systems with their hierarchy and how it works with different types of decisions.	07
	(b) How does the porter's five forces model that help businesses to identify opportunities for strategic information systems?	07
	OR	
	(b) How information is helpful in organization and also explain what is the benefit to use IS in organization?	07
Q.3	(a) What is a Transaction Processing System? How does TPS work in MIS? What is the role of TPS in MIS?	07
	(b) Explain the following: (a) Artificial Intelligence (b) Expert System	07
	OR	
Q.3	(a) Define Decision Support System.	07
	(b) Describe the information system. Support in the following functions: (a) Finance (b) Marketing	07
Q.4	(a) What is ERP? Explain their basic modules. What are the challenges and issues faced during ERP implementation?	07

- (b) What is Ethical and Unethical Hacking? What are the security measures to adopt for the Organization Information System? 07

OR

- Q.4 (a) What is Cyber Crime? Explain different types of Cyber Crime. How will it protect the system from Cyber Crime activity? 07
- (b) Write a short note on E-commerce and M-commerce. How E-commerce and M-commerce are helpful in business? 07

Q.5 **CASE STUDY:**

Dell Computer Corporation is a major manufacturer of personal computers, computer peripherals, and software. Among the leading producers of computers in the world, Dell sells its products directly to customers through the Internet and mail-order catalogs rather than through retail outlets.

At Dell Computers, customers are brought into the product planning and manufacturing processes, with all employees encouraged having contact with customers. The result is faster and more customer-focused product and service innovation.

Information processing or Data processing is the analysis and organization of data. The information processing tools that Dell uses include computers, the internet, maps, spreadsheets, models, and databases. For the operational level of Dell, the most appropriate tool for information processing is maps. Through the said information processing tool, decisions on how to operate the organization can be initialized and made. Maps can be used to determine which country/place information will be acquired from, it can also assist in determining the demographic level of people and information will be gathered. Maps can be in the form of charts that can also provide necessary information. The information gathered in turn can assist in helping to decide how an organization will be operated. For the tactical level of Dell, the most appropriate tool for information processing is databases. Through the said information processing tool, the records that can assist in finding out the strength and weakness of the company can be used to determine the tactic that will be used by the organization. For the strategic level of Dell, the most appropriate information processing tool is the internet or World Wide Web. Through the internet, trends and strategies by other companies can be known. After analyzing the trends and strategies used by other companies, an appropriate strategy can be formulated to use by the organization.

Inventory control systems

Individual businesses need, first and foremost, an efficient inventory control system. This implies the minimum amount of inventory that will provide the consumers with what they need whenever and wherever they need it. Effectiveness of the inventory system means basically having an inventory mix that is most likely successful in satisfying consumer needs. The inventory control systems used by Dell are up to date and reliable to prevent problems from arising. The inventory system of Dell makes sure that anything the

consumer needs will be available to them at any given time. It is also what the company uses to know if certain products are still available or misuse of the inventory system may cost problems to the company.

Conclusion

Management information systems involve the information system and the organization. Dell benefits a lot from the management information system. The system helps the company create strategies that will help the company conquer any problems and threats from competitors. The system also assists the company in processing the needed information. Management Information Systems also helps a company to create or update its inventory control system.

- Q.5** (a) Comment on the MIS in Dell and suggest the positives and negatives of MIS in Dell? **07**
- (b) The dell directly sells its computers to the customer whether it will give them good and reliable information or they are lacking in information system due to this move? **07**

OR

- Q.5** (a) Which type of information is stored into the Dell Inventory Control System? **07**
- (b) MIS is a combination of Management, Information and System otr of the three parts of the information system in which area does the Dell lack? **07**
